

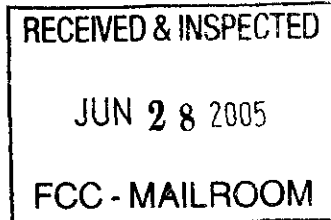
Nebraska Public Service Commission

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June 23, 2005

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, DC 20554

Dana Jackson
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room CY-C417
Washington DC 20554
Dana.Jackson@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2004 through May 31, 2005
CG Docket 03-123.

Dear Ms. Dortch and Ms. Jackson,

The Nebraska Public Service Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Nebraska to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Nebraska. The State of Nebraska's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number

No. of Copies rec'd 0
List ABCDE

- CA Typing Speed
- CA Typing
- Fraudulent/Harassment Call
- Confidentiality Breach
- CA Didn't Follow Policy/Procedure
- Caller ID Not Working Properly
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Speech to Speech Call Handling Problems
- Improper Use of Speed Dialing
- Improper Handling of Three Way Calling
- Replaced CA Improperly in Middle of Call
- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- Connect Time (TTY-Voice)
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
- VCO Break-Down
- Carrier of Choice not Available/Other Equal Access
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- HCO Break-Down
- Miscellaneous Technical Complaints
- 711 Problems
- STS Break-Down

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of several equal access complaints in which the carrier involved is still working to become a carrier through relay.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. In some cases, it is not clear if the calls that generated these complaints came through the relay centers that process Nebraska relay calls. However, the State of Nebraska wanted the FCC to have this information. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Please feel free to contact myself at 402 471-0225 (V) or 402 471-0213 (TTY) or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in cursive script, reading "Steven G. Stovall".

Steven G. Stovall – Staff Accountant/TRS Administrator
Nebraska Public Service Commission

Enclosures

Cc: Dana Jackson
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room CY-C417
Washington DC 20554

Nebraska Relay Complaint Report

6/1/04 to 5/31/05

External Complaints-- Miscellaneous

Inquire Date 6/1/04
Record ID 6675
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 6/1/04
Resolution 6/1/04

Customer's son uses the relay and requested his long distance carrier as AT&T, but the calls are not going through. Customer Service suggested that he contact AT&T. Customer spoke with AT&T who told the customer that the calls should go through.

Lead CA had the customer call the relay at 711 and try to place a long distance call. Customer received the AT&T number to call for account information. Customer then called the AT&T number and everything is now working properly. Customer was satisfied.

External Complaints-- Miscellaneous

Inquire Date 6/4/04
Record ID 6680
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 6/4/04
Resolution 6/4/04

Customer has a long distance restriction on his/her number, but keeps receiving large bills from AT&T through relay.

Customer Service explained that if the customer's number is blocked from long distance then the relay would receive a recording stating that information that a long distance call could not be placed. Customer Service informed the customer that he/she would need to notify their carrier that the long distance block on their telephone is not working correctly. Customer understood.

External Complaints-- Miscellaneous

Inquire Date 6/16/04
Record ID 6693
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 6/16/04
Resolution 6/16/04

Customer is having problems with home phone line.

Customer Service referred the customer to their local phone company. Customer was satisfied.

External Complaints-- Miscellaneous

Inquire Date 6/16/04
Record ID 6751
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 6/16/04
Resolution 6/16/04

Customer is having difficulties using her Pocket VCO with her new cell phone.

Customer Service explained that the phone must be set in VCO mode, or if there is no VCO mode, the cell phone would need to be set in TTY mode. Customer Service further explained to make sure the Pocket VCO is tight over the ear piece. In addition, the customer may want to experiment and see what model of telephone works best with the Pocket VCO. Customer was satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 7/20/04
Record ID 6909
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 7/20/04
Resolution 7/20/04

Customer was upset because Hamilton is contracting with so many companies to offer all of new wireless devices for the Deaf to use. Customer wanted to know if Nebraska was the first state that Hamilton had the relay for and why would they not offer these services here first.

Customer Service explained to customer that it is up to the user on what equipment they choose to use for wireless devices. Unfortunately, the coverage for those devices and the areas where they can be used is not decided by Hamilton but by the company that is providing the wireless service. Customer Service explained that Hamilton provides the services everywhere for those who are able to receive signal in the coverage area for the devices. Customer understood but was still upset.

**External Complaints--
Miscellaneous**

Inquire Date 7/29/04
Record ID 6916
Call Taken By Supervisor
CA Number
Responded By Mila Simmons
Response Date 7/29/04
Resolution 7/29/04

Customer had the CA dial Directory Assistance for a number in Florida and for the CA to dial the number. It was not the correct person and the customer wanted credit for the call.

Supervisor explained that the relay probably would be unable to give credit for the call because the CA did dial the number instructed. Supervisor explained that the customer would need to send the bill to relay after receiving it in the mail, so we could determine if a credit could be issued. Customer understood. No bill was received from the customer.

**External Complaints--
Miscellaneous**

Inquire Date 8/3/04
Record ID 6920
Call Taken By Customer Service
Rep
CA Number
Responded By Tina/Barb
Response Date 8/3/04
Resolution 8/3/04

Customer would like to make a change to current profile. Customer would like to switch her long distance carrier from AT&T and Qwest to Huntel. Customer had spoken with Huntel and they stated that at this time they are not a carrier for relay calls, but would look into the possibility of becoming one.

Customer Service informed the caller that Huntel did not participate in carrier of choice through the relay. Customer stated they would call Huntel and then call back to the relay. In late October, Huntel did become a participating carrier of the relay. Customer was informed and a profile set up through relay.

**External Complaints--
Miscellaneous**

Inquire Date 8/5/04
Record ID 6947
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 8/5/04
Resolution 8/5/04

Customer stated that he works for the Nebraska Commission for the Deaf and Hard of Hearing and had a client contact him. Customer feels this could be a discrimination issue. Client would like to use Huntel and she was informed by the relay that Huntel is not a participating carrier through relay.

Customer Service informed the customer of the steps that are necessary for a long distance provider to become a provider through the relay. In late October, Huntel became a participating carrier through relay.

**External Complaints--
Miscellaneous**

Inquire Date 10/18/04
Record ID 7706
Call Taken By Supervisor
CA Number 7636
Responded By Tina
Collingham/Wayne Heinerman
Response Date 10/18/04
Resolution 10/18/04

Customer was upset as CA's typing was very slow and CA would not clarify the spelling of a name. Customer asked for a Supervisor or to change to a different CA, but did not receive either. CA was very rude through the entire call.

Supervisor stated that she was sure there was no CA number like that in any of the Hamilton Centers that matched, but would have the Customer Service Representative check into this. Customer Service returned a call to the customer to inform the customer that according to the CA number this was not a CA that worked for the Nebraska Relay and that the technical department did not find any record of the call that was in question in our system. Customer was satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 12/13/04
Record ID 7969
Call Taken By Supervisor
CA Number
Responded By Tina Collingham
Response Date 12/14/04
Resolution 12/15/04

Customer uses the relay everyday to place a call from her cell phone number. The customer is complaining because when she is in the Lincoln or Omaha area and dials 711 from her cell phone, she reaches the Texas relay. If she is in Adams county and dials 711 from her cell phone, she reaches the Iowa Relay. Customer stated that both of these relays are placing her call from her Nebraska cell phone number to the Nebraska number that she is calling. Customer has a Sprint PCS telephone.

Supervisor stated that this information would be forwarded to the technical department. Customer was satisfied. Customer Service called the customer to acquire the calling information for the calls that the customer was placing. Customer Service stated that if the customer would like to use the Nebraska Relay she could call the 800 voice number to reach the relay direct. Customer stated that she thought about using this number too and dialed the Nebraska Relay Voice number and reached the Texas relay who in turn placed her call. Customer Service stated that this information would be forwarded to the Relay Managers and also reported to the Public Service Commission. Customer was satisfied and stated that she would be calling the Public Service Commission office as well. Customer is now able to place calls directly using 711 and reaches the Nebraska Relay Service.

**External Complaints--
Miscellaneous**

Inquire Date 12/23/04
Record ID 8057
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 12/27/04
Resolution 12/28/04

Customer was upset as the CA she had was very rude and not understanding at all. Customer stated that the CA was speaking very fast and she could not understand what the CA was saying. Due to a lot of background noise, the customer missed the message from the doctor and wanted the CA just to repeat the doctor's name. Customer informed the CA that she could not hear her, but CA just kept typing everything to caller and did not repeat the conversation or make any effort to help the customer understand what was being said.

Customer Service apologized that this happened and explained that the CA should have typed to the user that the customer could not hear her and should have repeated the conversation. Customer Service stated that she would try to find out which CA handled this call, so the CA could be counseled on this issue. Customer was satisfied. The technical department was given the call information and was unable to find a call placed through any of the Hamilton Relay Centers.

**External Complaints--
Miscellaneous**

Inquire Date 1/26/05
Record ID 8410
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 1/26/05
Resolution 1/26/05

Customer had questions about his MYTTY software and computer problems.

Customer Service directed the customer to his computer technical support. Customer was satisfied.

**External Complaints--
Miscellaneous**

Customer is having problems with his computer and webcam.

Customer Service directed the customer to contact technical support for his computer.
Customer was satisfied.

Inquire Date 1/27/05
Record ID 8412
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 1/27/05
Resolution 1/27/05

**Service Complaints--CA
Accuracy/Spelling/Verbatim**

Customer was upset that the CA had very poor typing and made several typing errors by leaving out words or putting in question marks.

Inquire Date 10/20/04
Record ID 7705
Call Taken By Supervisor
CA Number 3088
Responded By Christa
Cervantes/Brenda Malsbury
Response Date 10/20/04
Resolution 10/20/04

Lead Supervisor stated that the CA would be counseled and evaluated on her typing speed and accuracy. Customer was satisfied. CA was counseled. CA's last typing test score was 84 WPM with 97 % accuracy.

**Service Complaints--CA
Misdialed Number**

Customer was calling in for her daughter who had received a bill from AT&T for placing a call to a Qwest 800 number. Customer wanted to know why a 402 area code number showed up on the bill, when the number dialed was an 800 number.

Inquire Date 10/26/04
Record ID 7753
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 10/27/04
Resolution 10/28/04

Customer Service explained that this could have been an error on the relay's part and asked the customer to fax a copy of the bill to Customer Service. Customer Service returned a call to the customer to inform her that it was an error on the relay's part and apologized for the inconvenience. Customer Service explained that the customer would need to pay the bill, but the Relay will mail her a check to cover that portion of the bill. Customer understood. A check was mailed to the customer.

**Service Complaints--
Confidentiality Breach**

Customer called with two complaints. The first complaint was a CA gave the incorrect number to call for Customer Service. The second complaint was that the Hamilton Contact Center called two times without relay and the customer wanted to know why the relay gave the Contact Center her number. The representative from the Contact Center said they had received the customer's number from the relay.

Inquire Date 7/19/04
Record ID 6905
Call Taken By Customer Service
Rep
CA Number 1158
Responded By Tina/Barb/Dixie
Response Date 7/19/04
Resolution 7/30/04

Customer Service verified the numbers for the relay and also went on to explain to the customer that the relay does not give out numbers or names. Customer Service said the relay would follow up with the Contact Center and let the customer know what was discovered. Customer Service e-mailed Contact Center personell and Relay Vice President with this information. The Contact Center personell talked to the representative that had taken the call and he said that he did not tell the customer the relay had given him the number. The representative is very aware of the importance of relay confidentiality. Customer Service returned a call to the customer and explained what the Contact Center had said and also to let them know that the relay did not give out her number. Customer understood.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 2/2/05
Record ID 8330
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Collingham/Diane Taylor
Response Date 2/2/05
Resolution 2/3/05***

Customer has been having alot of problems with the Nebraska Relay CAs not following procedure. Customer was upset that when either she or her husband or friends say "GA to SK" the CA states, "Your party has disconnected". This has been the center of much confusion and hurt feelings for some of her relay calls. The customer was very complimentary of the relay and loves the service but this problem had just started happening. Customer also indicated that some of her deaf friends have stopped using the relay because of the service that was received when a call was placed. Customer did want to point out that a CA had done a wonderful job on a previous call.

Customer Service apologized that this is happening and stated to the customer anytime there is a problem to contact Customer Service. Customer was satisfied. Customer Service passed this information to the Assistant Operations Manager of the Nebraska Relay Center and a memo was being sent to all CAs in all Hamilton Centers, stating that "GA to SK" should be voiced as "go ahead or your party is ready to close".

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 5/6/05
Record ID 9110
Call Taken By Operations Mgr
CA Number 3024
Responded By Diane Taylor
Response Date 5/6/05
Resolution 5/6/05***

Customer was upset that when she received a call from the relay. The CA asked for the number to dial instead of informing her that she had a call on the line. CA also stated that her profile did not show up in the system and she has had a profile for years.

Assistant Operations Manager apologized to the customer and stated that the CA is in training will be given further training in regards to this issue. The profile was in the system and the CA was counseled in regards to this issue and monitored frequently.

***Service Complaints—
Fraudulent/Harassment Call***

***Inquire Date 6/9/04
Record ID 6687
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 6/9/04
Resolution 6/9/04***

Customer has been receiving fraudulent phone calls through the relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

***Service Complaints—
Fraudulent/Harassment Call***

***Inquire Date 6/24/04
Record ID 6763
Call Taken By Customer Service
Rep
CA Number
Responded By Barb Handrup
Response Date 6/24/04
Resolution 6/24/04***

Customer is very upset, due to receiving fraudulent calls through the relay and would like to know why the relay is not working on this issue. Customer would like the relay to find a way to stop the calls or inform the public that these calls are happening.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

***Service Complaints—
Fraudulent/Harassment Call***

***Inquire Date 7/15/04
Record ID 6901
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 7/15/04
Resolution 7/15/04***

Customer has been receiving fraudulent calls through the relay. Customer wanted to know if the relay is aware of these calls and if there is a way to block relay calls from the office number.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

***Service Complaints—
Fraudulent/Harassment Call***

***Inquire Date 9/16/04
Record ID 7569
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 9/16/04
Resolution 9/16/04***

Customer has been receiving obscene phone calls through the relay.

Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

***Service Complaints—
Fraudulent/Harassment Call***

***Inquire Date 9/16/04
Record ID 7570
Call Taken By Supervisor
CA Number
Responded By Tina Collingham
Response Date 9/16/04
Resolution 9/16/04***

Customer had received a harassing call from someone using very profane language.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

***Service Complaints—
Fraudulent/Harassment Call***

***Inquire Date 11/1/04
Record ID 7859
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 11/1/04
Resolution 11/1/04***

Customer has been receiving fraudulent calls through the relay. What can be done to block or trace these calls?

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

***Service Complaints—
Fraudulent/Harassment Call***

***Inquire Date 11/13/04
Record ID 7942
Call Taken By Supervisor
CA Number
Responded By Christa
Cervantes/Tina Collingham
Response Date 11/4/04
Resolution***

Customer has been receiving prank phone calls and would like a call back.

Relay Outreach Specialist explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Relay Outreach Specialist suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Relay Outreach Specialist stated that Customer Service would call the customer back. Customer Service contacted the customer and left a message but there has been no further contact from the customer.

***Service Complaints—
Fraudulent/Harassment Call***

***Inquire Date 12/4/04
Record ID 8041
Call Taken By Supervisor
CA Number
Responded By Brenda Malsbury
Response Date 12/4/04
Resolution 12/4/04***

Customer has been receiving fraudulent calls through the relay. What can be done to block or trace these calls?

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

***Service Complaints—
Fraudulent/Harassment Call***

***Inquire Date 12/19/04
Record ID 8052
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 12/19/04
Resolution 12/19/04***

Customer would like to block his/her phone number through the relay.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact the local telephone company or report the incident to law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer hung up.

***Service Complaints—
Fraudulent/Harassment Call***

***Inquire Date 12/23/04
Record ID 8058
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 12/23/04
Resolution 12/23/04***

Customer has been receiving calls through the relay and nobody is answering on the other end of the call. Customer would like these calls to stop.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact the local telephone company or report the incident to law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/10/05
Record ID 8526
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 2/10/05
Resolution 2/10/05***

A police officer contacted Customer Service to obtain information for a complaint filed in his office concerning a young woman receiving threatening calls through the relay. The officer was also wondering if there was a way to block the calls.

Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Assistant Operations Manager explained that if a court order is obtained, then we could release the call information. Officer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/7/05
Record ID 8881
Call Taken By Supervisor
CA Number
Responded By Mila Simmons
Response Date 4/7/05
Resolution 4/7/05***

Customer continues to receive calls from a toll free number, but when the customer answers, it is always busy. Customer wants to block this number.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact the local telephone company or report the incident to law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/14/05
Record ID 8961
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 4/14/05
Resolution 4/14/05***

Customer has been receiving harassing phone calls but she didn't know from what relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/19/05
Record ID 9199
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 5/19/05
Resolution 5/19/05***

Customer has been receiving threatening phone calls through the relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/19/05
Record ID 9200
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 5/19/05
Resolution 5/19/05***

Customer has been receiving fraudulent phone calls through the relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

***Service Complaints--Improperly
Handled ASL or Related
Culture Issues***

***Inquire Date 8/30/04
Record ID 7426
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 8/30/04
Resolution 8/30/04***

Customer wondered exactly what type of service was available through the relay's Spanish line. Customer was disappointed that the Spanish relay service only did Spanish to Spanish relay and not Spanish to English or English to Spanish. Customer wondered how she is supposed to call her Spanish client through the relay when she does not type Spanish herself?

Customer Service explained the Spanish Relay number is for Spanish to Spanish relay calls only and not Spanish to English or English to Spanish. Customer Service stated the customer's concerns would be passed on to the Operations Manager. Customer Service referred the customer to AT&T or MCI Relay to place a Spanish to English call. Customer understood.

***Service Complaints--
Ringin g/No Answer***

***Inquire Date 8/30/04
Record ID 7487
Call Taken By Operations Mgr
CA Number
Responded By Barb Handrup
Response Date 8/30/04
Resolution 8/30/04***

Customer dialed 711 and a CA did not answer the call. Customer hung up and tried calling again for an hour with no answer from a CA. Customer refused to give a name or contact number.

Center Manager apologized for the slow answer time and explained that if a relay user holds on the line the call usually will be answered quicker than hanging up and calling in again. Center Manager stated that the goal of the relay is to not have customers of the relay waiting for long periods of time, but sometimes the relay is very busy. Customer understood. Hamilton answered 94 % of all calls in 10 seconds on 8/30/04.

***Service Complaints--
Ringin g/No Answer***

***Inquire Date 2/4/05
Record ID 8521
Call Taken By Program Mgr
CA Number
Responded By Christa Cervantes
Response Date 2/7/05
Resolution 2/7/05***

Customer complained that she could not reach the relay as the phone just kept ringing and ringing. Customer stated that she had called five times in five minutes.

Outreach Specialist apologized to the customer and stated that the relay had been very busy this morning. Customer understood. Hamilton answered 95% of all calls in 10 seconds on 2/4/05.

**Service Complaints—
Ringing/No Answer**

Customer would like to know how many CAs were on the phones. Customer has not been able to get through to place a call.

Inquire Date 2/22/05
Record ID 8535
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 2/22/05
Resolution 2/22/05

Assistant Operations Manager explained that the phone lines had been very busy. Assistant Operations Manager explained to the customer to try and place the call again and thanked the customer for using the relay service. Customer understood. Hamilton answered 93% of all calls in 10 seconds on 2/22/05.

**Technical Complaints--711
Problems**

Customer was having troubles connecting to the relay to place a call. Customer called back later and had still been unable to connect to the relay.

Inquire Date 9/27/04
Record ID 7611
Call Taken By Supervisor
CA Number
Responded By Tina Collingham
Response Date 9/27/04
Resolution 9/27/04

Supervisor was unaware of any problems with the relay at that time, but said it would be checked and asked the customer to try placing the call again. Supervisor stated that if the customer was still unable to connect to the relay to please call right back to Customer Service. Customer was satisfied. Customer Service received a call back from the customer. The technical department had been contacted about the issue. Customer Service informed the customer that the relay was experiencing technical difficulties and to please try her call back. During repair time, relay calls were temporarily routed to the Louisiana Relay Center.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Customer stated that her son uses HCO and used to have a profile on his old number. Customer stated that her son will contact the relay with his new telephone number. Customer stated that she is trying to get her son connected with Time Warner for long distance and local service.

Inquire Date 5/16/05
Record ID 9120
Call Taken By Customer Service
Rep
CA Number
Responded By Tina Collingham
Response Date 5/17/05
Resolution

Lead CA explained how to place and receive an HCO call through the relay, but informed the customer to call Customer Service and speak to her about the carrier issue. Customer contacted the relay and Customer Service explained that at this time Time Warner is not a participating carrier through the relay and explained different options for equipment for her son. Customer was satisfied. As of June 2005, Time Warner is not a participating carrier through relay.

**Technical Complaints--
Miscellaneous**

Customer stated that when 711 was dialed to make relay calls no CA answered. Customer is using a cell phone.

Inquire Date 7/21/04
Record ID 6911
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 7/21/04
Resolution 7/21/04

Lead CA suggested that the customer call back and to ask for the Supervisor. Lead CA watched for the call on the floor and it came right to a workstation. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 1/28/05
Record ID 8333
Call Taken By Customer Service
CA Number
Responded By Tina
Collingham/Wayne Heinerman
Response Date 1/28/05
Resolution 3/17/05

Customer works for a security call center that must send out an 800 number as the automatic number identification. Customer is concerned that the relay can't accept an 800 number as the automatic number identification. How will the ADT customer's be able to contact the center in case of an emergency?

Customer Service stated that she would forward information to the technical department and contact the customer with a resolution. Customer was satisfied. The technical department stated that this was a switch issue and would make the necessary changes to accommodate this request. Before the relay could make the change, the ADT Security Company changed it's switch and this is issue is now resolved.

**Technical Complaints--
Miscellaneous**

Inquire Date 2/16/05
Record ID 8641
Call Taken By Customer Service
CA Number
Responded By Tina Collingham
Response Date 2/17/05
Resolution 2/17/05

Nebraska Outreach Coordinator received an e-mail from a customer who was upset that she was unable to reach a CA and had to keep calling back.

Customer Service discovered that the times the customer had called the relay, the relay had experienced a very high call volume. Nebraska Outreach Coordinator e-mailed the customer to explain that the relay was very busy at the time she called. Hamilton answered 99% of all calls within 10 seconds on this day.

CapTel--Complaints

Inquire Date 10/19/04
Record ID 7707
Call Taken By Supervisor
CA Number
Responded By Christa Cervantes
Response Date 10/19/04
Resolution 10/19/04

Customer was unhappy with the lag time that she was experiencing when using the CapTel telephone. Customer stated that the CA typing was too slow. Customer also would like to put the 800 number at the front of the manual. Customer would like the relay to create a directory of numbers of those people who have a Hamilton D-Link.

Lead Supervisor explained that there is not a CA typing, when using Captel. The CA is re-voicing the conversation but apologized for the lag time that she is experiencing using the CapTel telephone. Lead Supervisor told the customer that she would call Ultratec and talk to them about placing the 800 number for a voice person to call in the front of the manual, as well as her technical concern. Lead Supervisor stated that the customer suggestion about a directory would be passed on to the Operations Manager. Customer was satisfied and the information was passed on to Ultratec and the Operations Manager.

CapTel--Connection Issues

Inquire Date 3/07/05
Record ID CT1329
Call Taken By DF
CA Number
Responded By DF
Response Date 3/07/05
Resolution Date 3/07/05

Customer wondered why he/she is getting disconnect/reconnect during calls.

Sent customer information explaining the difference between a CapTel and a traditional phone and why disconnect/reconnect might be occurring, as well as tips to reduce incidence.

CapTel--Connection Issues

Inquire Date 4/21/05
Record ID CT1390
Call Taken By KM
CA Number
Responded By KM
Response Date 4/21/05
Resolution Date 4/21/05

Customer wondered why he/she is getting disconnect/reconnect during calls.

Explained to customer why disconnect/reconnect might be occurring and sent tips to reduce their occurrence. Customer will contact local telco for line check. Customer had one call with this incidence-others have been fine.

DOCKET NO. 03-123

Attachment A

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